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2009-220.C



Deborah Fasciano
Compliance - Government and Regulatory Affairs

180 S. Clinton Ave.
Rochester, NY 14646

Phone 585 777-5823
Fax 585 325-1355
Deborah.fasciano@fc.com

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April 27, 2012

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2012

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

In October 2011 Frontier completed a system conversion, as a result there were training needs and procedure changes. Training continues and Frontier has started to see employee efficiency improvements with the new systems.

Percent Repair Calls Answered W/I 20 Seconds

On March 1st Frontier had a second billing system conversion. It was necessary to take the Service Reps off call for training in preparation for the conversion and the new telephony system. In addition, in efforts to better serve customers, Frontier in-sourced call volumes from a vendor. Frontier continues to hire additional call center employees and expects efficiencies as a result of the standardized billing system and the new telephony system. Frontier also implemented the Universal Service Rep concept to improve customer service and minimize transfers and average speed of answer. Call center performance metrics continue to be focused on customer satisfaction rather than call length and Call Consultants are encouraged to do what it takes to ensure a positive resolution.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2012

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0							
Held Regrade Ords Over 30 Days	none	0	0	0	0							
% Regular Svc Install W/I 5 Days	85%	100.0	100.0		99.9							
Service Ord Commitments Met	85%	92.1	92.1		93.8							
Maintenance												
% OOS cleared within 24 Hours	85%	80.4	84.1		81.5							
Service Response												
% Dial Tone W/I 3 Seconds	95%	99.97	99.98		99.96							
% Repair Calls Ans W/I 20 Seconds	90%	54.4	66.0		69.2							
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	96.9	95.5		96.9							
DA Ans Time (% W/I 30 Seconds)	80%	95.0	94.9		96.4							
Switching / Central Office												
Total Access Lines (X 1000)	none	181.58	181.58		181.58							
Interofc Call Failure Rate	3%	0.00	0.00		0.00							
Intraofc Call Failure Rate	2%	0.01	0.00		0.01							
Cust Ntwk Trbl/100 Lines	7.0	1.62	1.55		2.05							



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April 27, 2012

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting

Dear Mr. McDaniel:

In accordance with Section IV (10)(d) and (f) of the Order Approving Transfer of Assets, Authority, And Certificates in the above-referenced docket, Frontier of the Carolinas Inc f/k/a New Communications of the Carolinas provides its quarterly report on service quality.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to June 2012

	Jan	Feb	Mar	Apr	May	Jun
Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting effective July 1, 2010						
1 Installation Interval (days)	2.40	3.00	2.70			
2 % Install Commitment NOT Met	0.08	0.08	0.06			
3 CTRR per 100 Lines	1.62	1.55	2.05			
4 Complaints	3	4	0			
5 % Repeat OOS to Initial OOS	13.92	9.21	11.38			
6 OOS Repair Interval	33.51	22.72	25.10			